

U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		U.S. FORM 552 (9/10) 100148	
Name: [REDACTED] Address: [REDACTED] City: RAYMORE State: MO Zip Code: [REDACTED]		Date Received	Repository ☐		
		17-OCT-2016 DEC 13 2016	Reference No. 10916444		
OWNER INFORMATION (Type or Print)		Daytime Telephone Number	E-mail Address		
		Evening Telephone Number	[REDACTED]		
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
2FMDK3KC4D [REDACTED]		FORD	EDGE	2013	
Date Purchased	Dealer's Name and Telephone Number		Engine: 3.5	Fuel Type:	
OCT 15	MACHEN'S FORD (573) 445-4411		No. Cylinders	GAS	
Original Owner ☐	Dealer's City	State	Zip Code		
	COLUMBIA, MO	MO	65205		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
AUTO	☒ Cruise Control	FWD	LOSS OF POWER	11-OCT-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM			Failure Mileage	Failure Speed	
			72000	55	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model Name (or Number)		Tire Size (Example: P245/55R17)		
DOT No. (Example: DOTM4S46C036)	☐ Original Equipment ☒ Prior Repair		Failure Location:		
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:	Date Manufactured:		Model No./Name:		
Seat Type:	Installation System:				
Child Seat Component Code:			Failed Part:		
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), failure(s), crash(es) and injury(ies).)					
Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			N	
Narrative Description of Incident(s), Failure(s), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, i.e. parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2013 FORD EDGE. WHILE DRIVING APPROXIMATELY 55 MPH, THE VEHICLE EXPERIENCED A COMPLETE LOSS OF POWER. THE FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS TOWED TO THE DEALER, BUT WAS UNABLE TO BE DIAGNOSED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 72,000. THE VIN WAS NOT PROVIDED.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.					
The Privacy Act of 1974 (Public Law 93-579). This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration and its subsequent amendments. You are under no obligation to provide this information, but your response may assist the NHTSA in its efforts to identify safety defects. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

COMPLETE LOSS OF POWER AT ANY SPEED - VEHICLE
WOULD NOT RE-START; WOULD TURN OVER, BUT NOT START.
SEEMED TO BE FUEL RELATED. HAD TO BE TOWED TO
FORD DEALER. AFTER APPROX. 2 HRS VEHICLE RE-STARTED
AND RAN FINE - DEALER COULD FIND NO CODES ON
COMPUTER AND AFTER THOROUGH ROAD TEST, VEHICLE
SEEMED TO RUN FINE.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

KANSAS CITY
MO 640
22 NOV '15
PM 7 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

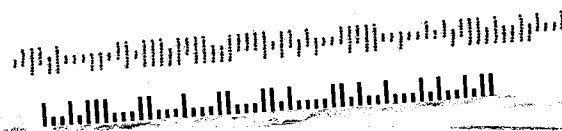
FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382
20077-9382



Think your vehicle
has a safety defect?



If so:
Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration